



2007 Maryland Nursing Facility Family Survey

Statewide Results

November, 2007

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I. Introduction

In 2005 the Maryland Health Care Commission (MHCC) conducted a pilot family satisfaction survey as part of a multi-year process intended to measure the experience and satisfaction of family members (and other designated responsible parties) of residents in Maryland's long-term care facilities. Specific goals of this project have been to provide: 1) measures of responsible party experience and satisfaction; 2) comparisons on experience and satisfaction measures between nursing homes in Maryland; and 3) comparisons between nursing home peer groups, including those in the same geographic region, nursing homes of similar size, and comparisons between for-profit and non-profit nursing homes. Only aggregate statewide results were published as a result of the pilot.

This report presents results for the 2007 survey and includes data for each item measured. Facility specific results will for the first time be posted on the MHCC website to assist consumers in making informed choices about nursing home selection. Providers and consumers can use the data to see how responsible parties rated their experience with various service, care and environmental aspects of nursing homes.

While a number of published performance measures are available, these tend to evaluate nursing homes from a regulatory standpoint. The most notable tools are the Maryland Nursing Home Guide, which can be found on the MHCC website and the Centers for Medicaid and Medicare Nursing Home Compare website. The survey results complement these other measures by asking the designated responsible parties about their experience and satisfaction and providing a reliable set of measures based on their own personal experiences. The Maryland Health Care Commission will make individual nursing home data available on the website to allow consumers to compare one nursing home to another. The survey represents another addition to the MHCC's transparency initiative.

Participating nursing homes with a sufficient response rate will receive a customized report that presents results specific to that facility, enabling comparisons to statewide and peer averages. These customized reports can serve as a management tool by identifying areas where a nursing home excels or areas where improvement is needed.

II. Methodology

All nursing homes in Maryland that had one or more residents with stays of 90 days or longer were included in the initial sample. The facilities provided a list of designated responsible parties for each resident who was eligible to participate in the survey. A survey packet was sent on September 17, 2007 to each designated responsible party whose resident met the eligibility criteria. One week later a follow up reminder postcard was sent and a second survey packet was mailed to those who did not respond initially. Data collection extended from September 17, 2007 to November 19, 2007.

Designated responsible parties completed a survey about their experience and satisfaction with the facility and the care provided to residents. The survey contained 58 items which assessed seven domains or aspects of residents' life and care:

- Staff and Administration of the Nursing Home
- Care Provided to Residents
- Assistance During Mealtime
- Quality and Variety of Food
- Activities Available to Residents
- Autonomy & Resident Rights
- Physical Aspects of the Nursing Home

Within each domain, respondents rated different aspects of residents' life and care as well as three items measuring overall impressions of the facility. The survey also included additional items to address respondent characteristics, visitation patterns, and an open-ended item to allow respondents to provide additional feedback or comments about the survey itself. In order to make comparisons among similar facilities in Maryland, the Maryland Health Care Commission and facilities themselves provided data on size, geographic location, and ownership type.

III. The Sample

A total of 224 nursing homes throughout Maryland participated in this 2007 survey. In all, surveys were mailed to 17,113 responsible parties. The initial mailing was sent on September 17, 2007. All surveys received through November 19, 2007 were accepted and included for analysis. A total of 9,575 eligible respondents returned a survey by this date. The overall response rate for all facilities was 58.4%.

IV. Peer Groups

For the purpose of making comparisons, facilities were classified into peer groups based on four key characteristics: (1) facilities in the same geographic region; (2) facilities of similar occupied bed size; (3) for-profit/non-profit facilities; and (4) resident payment source. Peer group averages provide benchmarks which can be compared to each other and to statewide results. Results for all peer groups are presented in the charts and tables. The peer groups are:

Payment Source

Source of payment for residents has been classified into Medicaid and Other.

Ownership Type

Facilities have been categorized as for-profit or non-profit to allow for peer group comparisons.

Region of the State

Locations for peer group comparisons are based upon counties within Maryland. The regions are listed below and include:

Western Maryland: Allegany, Carroll, Frederick, Garrett, and Washington Counties
 Montgomery: Montgomery County
 Southern Maryland: Calvert, Charles, Prince George's, and St. Mary's Counties
 Central Maryland: Baltimore City; Anne Arundel, Baltimore, Harford, and Howard Counties
 Eastern Shore: Caroline, Cecil, Dorchester, Kent, Queen Anne's, Somerset, Talbot, Wicomico, and Worcester Counties

Size

Nursing home size categories were calculated from occupied bed size counts. Size categories include: eighty or fewer residents, 81-120 residents, 121-160 residents, and more than 160 residents.

V. How to Read the Report

This report contains tables and charts that display average¹ scores for the seven domains and three overall measures. Each domain contains a bar chart and table that displays the statewide score along with peer groups. These tables and charts are discussed in more detail below.

The domain scores in this report are averages on a scale of 1 to 4, although two of the overall scores are averages on a scale of 1 to 10. Determination of an actual average would require surveying the entire population of responsible parties, which is not practical. For this reason, the tables show an average score and then a 95% confidence interval (CI) with statistically significant differences noted.² These statistical tests are designed to help determine whether peer group scores are higher or lower than statewide scores and are included to assist in the interpretation of results.

The most appropriate way to interpret scores is by comparing one domain score to another, comparing one peer group to another or comparing a score to a statewide average. The majority of scores presented in this report are above a rating of 3 (neither satisfied nor dissatisfied). The obvious question is, “is a score good or bad?” It is not unusual for scores to be skewed to the positive because responsible parties are generally satisfied with the personal care received. The 2007 survey shows that responsible parties are very satisfied, on average, with the personal care their relatives receive. However, there is always opportunity for improvement, especially when comparing scores in relation to one another. To identify meaningful differences, we suggest that readers look at top rated items and domains and compare them to lower rated items.

Highlights of the 2007 results show that:

- The statewide average score for overall satisfaction was 8.1.
- The statewide average score for the overall care received was 8.2.
- For the state, 88% of all respondents indicated they would recommend the nursing home.

The highest-ranking domains are “Staff and Administration of the Nursing Home” and “Assistance During Mealtime.” Both received an average statewide score of 3.5. The lowest ranking is “Quality and Variety of Food” with a statewide average of 3.0. While overall satisfaction scores are high among all peer groups, there are differences in satisfaction among peer groups by bed size, region, and ownership type. Homes with 80 occupied beds or less and

¹ For simplicity, the word “average” actually refers to a weighted average. A weighted average was used in determining average item and domain scores. The number of respondents who answered an item, or all relevant items in the case of a domain, was adjusted statistically to ensure that all groups of responsible parties are fairly represented in the results. All item and domain scores are presented in this report as a weighted average.

² You will see the term “difference” or “Diff” used throughout the report. The terms refer to significant differences at 95% confidence, even if the word “significant” is not present.

homes in the Western region of the state had the highest overall satisfaction score (8.6), followed by non-profit homes (8.5), and homes in the Eastern region of the state (8.3). The lowest overall satisfaction scores were found among homes in the Southern (7.8) and Central (7.9) regions and for-profit homes (7.8).

VI. Domain & Overall Satisfaction Scores

- Domain Scores start on page 5.
- Overall Satisfaction Scores start on page 21.

Domain Scores

As stated above, the survey questions were grouped into seven domains, or aspects of residents' life and care. These domains include:

- Staff and Administration of the Nursing Home
- Care Provided to Residents
- Assistance During Mealtime
- Quality and Variety of Food
- Activities Available to Residents
- Autonomy & Resident Rights
- Physical Aspects of the Nursing Home

The domain scores are calculated by averaging the scores on the four-point scale (where 1=Never, 2=Sometimes, 3=Usually, and 4=Always) across all valid items, or questions, within that domain. This resulted in an average domain score that ranged from 1 to 4.

A low domain score indicates a low level of experience and satisfaction within a particular aspect of care and life, such as quality and variety of food, while a high score indicates a high level of experience and satisfaction. For example, a domain with a low score relative to other peer groups or other domains may identify an opportunity for quality improvement.

Figure 1.1 shows all the domain scores for the state so that seven domains can be directly compared. Figures 1.2 – 1.8 display the statewide and peer group scores for each domain. These figures provide the statewide average score and average score for peer groups based on their geographic location, size, ownership type, and payment source.

Table 1.1 presents similar data as Figure 1.1 in a different format. This table allows you to compare the statewide average score across all seven domains and readily identify the lowest and highest domain scores. Tables 1.2 to 1.8 show the statewide and peer group average scores and 95% confidence intervals for each of the seven domains.

The tables in this report were designed so that you can see the average scores with their upper and lower confidence intervals. A difference between domains or overall satisfaction items or across groups is considered statistically significant **if** there is no overlap in the confidence intervals. To assist with this interpretation, each table has a column labeled "Significant Difference." If the domain score for a peer group is significantly higher than the statewide score, a plus (+) will appear in the "Statistical Difference" column (of the peer group). A minus (-)

means that the 2007 peer group score is significantly lower than the statewide score. A blank in the column indicates no significant difference in the scores.

As noted before, the 95% confidence interval assures that differences in scores between the state and peer groups can be accurately noted. When comparing items, domains, or groups of facilities, it is important to take into account the confidence interval and not simply the average to determine if a difference exists. Remember that averages are technically only the calculated midpoint in a statistical distribution and the confidence interval provides a better estimate of a particular score.

VII. Domain Scores

The following charts and tables compare average domain scores for the state and peer groups. Note that comparison of overall satisfaction scores is presented in Section VIII, beginning on page 21.

- Figure 1.1 Domain Scores for SAMPLE HOME
- Figure 1.2 Staff and Administration of the Nursing Home
- Figure 1.3 Care Provided to Residents
- Figure 1.4 Assistance During Mealtime
- Figure 1.5 Quality and Variety of Food
- Figure 1.6 Activities Available to Residents
- Figure 1.7 Autonomy & Resident Rights
- Figure 1.8 Physical Aspects of the Nursing Home

Figure 1.1. Statewide Domain Scores

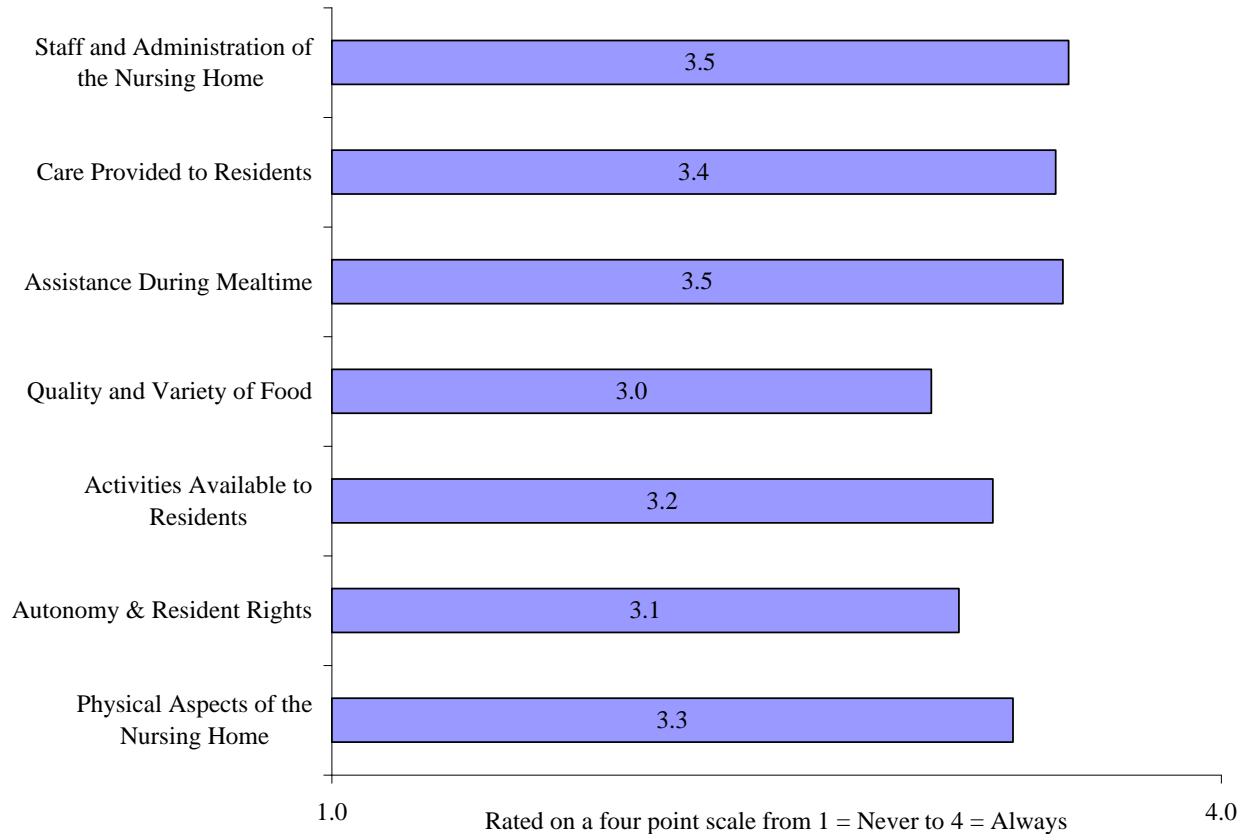


Table 1.1. Statewide Domain Scores

	n	Average	CI	
			Low	High
Overall Satisfaction	9,142	8.1	8.1	8.1
Staff and Administration of the Nursing Home	9,220	3.5	3.5	3.5
Care Provided to Residents	8,659	3.4	3.4	3.5
Assistance During Mealtime	3,603	3.5	3.4	3.5
Quality and Variety of Food	8,011	3.0	3.0	3.0
Activities Available to Residents	6,091	3.2	3.2	3.2
Autonomy & Resident Rights	7,030	3.1	3.1	3.1
Physical Aspects of the Nursing Home	9,084	3.3	3.3	3.3

Note: Overall satisfaction was rated on a 10-point scale (with 10 being best), while the domains were rated on a 4-point scale (with 4 being best).

Figure 1.2. Staff and Administration of the Nursing Home Domain Scores by Peer Group

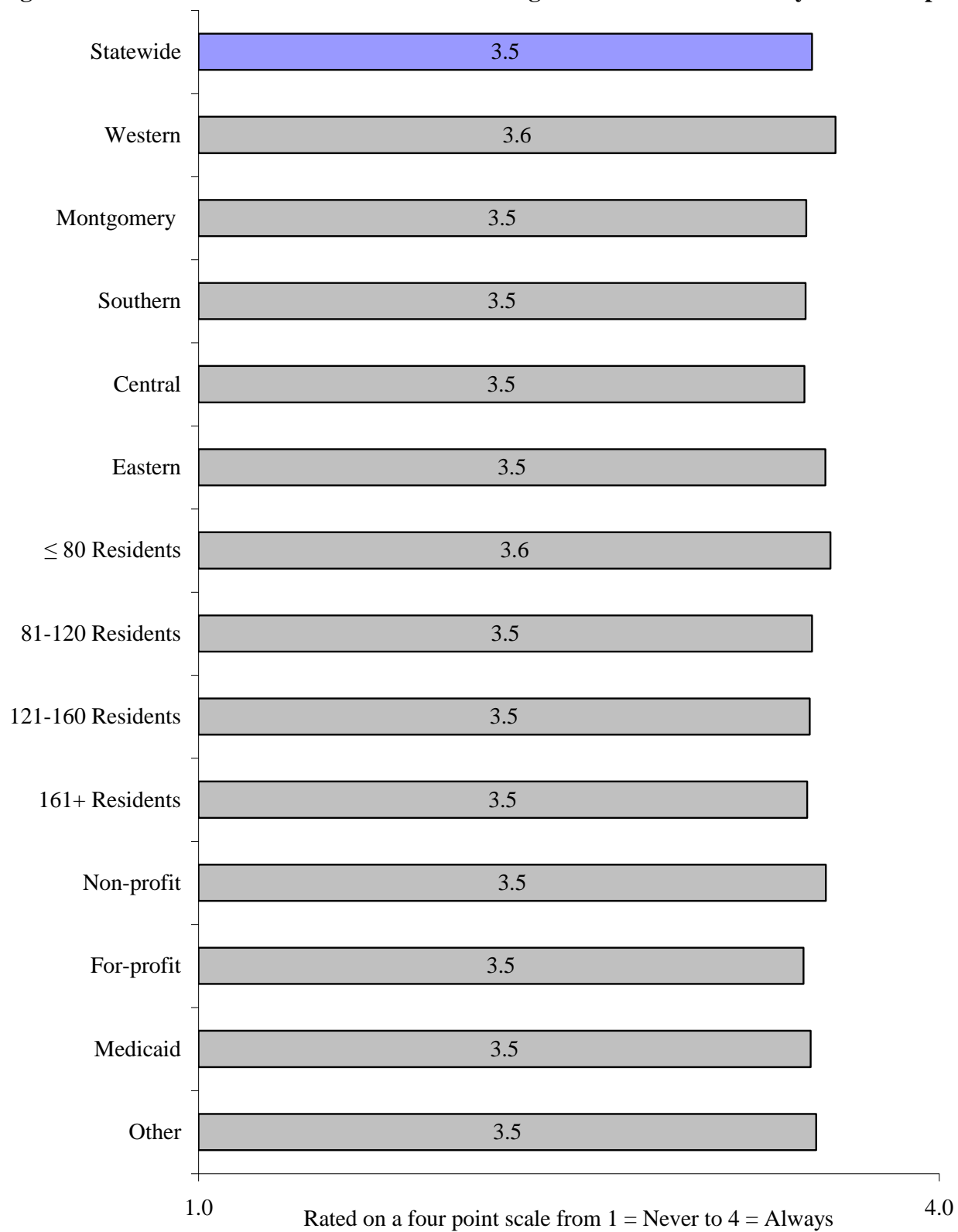


Table 1.2. Staff and Administration of the Nursing Home Domain Scores by Peer Group

	n	Average	CI		Significant Difference
			Low	High	
Statewide	9,220	3.5	3.5	3.5	
Region					
Western	1,912	3.6	3.6	3.6	+
Montgomery	1,460	3.5	3.4	3.5	
Southern	1,293	3.5	3.4	3.5	
Central	3,539	3.5	3.4	3.5	-
Eastern	1,016	3.5	3.5	3.6	+
Size					
≤ 80 Residents	1,225	3.6	3.5	3.6	+
81-120 Residents	2,971	3.5	3.5	3.5	
121-160 Residents	2,653	3.5	3.5	3.5	
161+ Residents	2,371	3.5	3.4	3.5	
Ownership Type					
Non-profit	4,217	3.5	3.5	3.6	+
For-profit	5,003	3.5	3.4	3.5	-
Payment Source					
Medicaid	6,372	3.5	3.5	3.5	
Other	2,848	3.5	3.5	3.5	

A plus (+) indicates that the peer group has a significantly higher average score than the state, a minus (-) indicates that the peer group score is significantly lower (at 95% confidence). Blank cells indicate no difference.

Figure 1.3. Care Provided to Residents Domain Scores by Peer Group

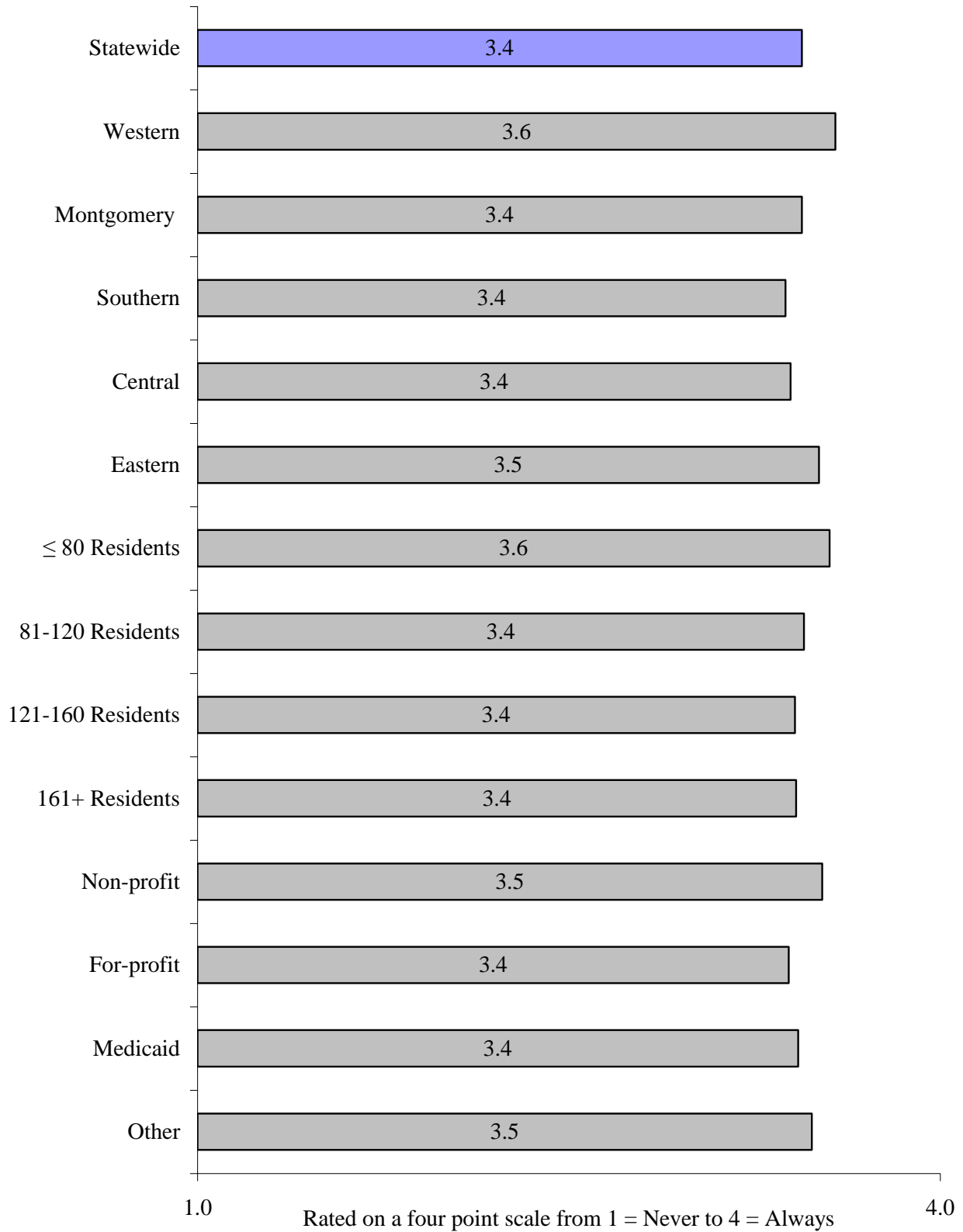


Table 1.3. Care Provided to Residents Domain Scores by Peer Group

	n	Average	CI		Significant Difference
			Low	High	
Statewide	8,659	3.4	3.4	3.5	
Region					
Western	1,821	3.6	3.6	3.6	+
Montgomery	1,371	3.4	3.4	3.5	
Southern	1,214	3.4	3.3	3.4	-
Central	3,305	3.4	3.4	3.4	-
Eastern	948	3.5	3.5	3.5	+
Size					
≤ 80 Residents	1,155	3.6	3.5	3.6	+
81-120 Residents	2,767	3.4	3.4	3.5	
121-160 Residents	2,504	3.4	3.4	3.4	
161+ Residents	2,233	3.4	3.4	3.4	
Ownership Type					
Non-profit	4,000	3.5	3.5	3.5	+
For-profit	4,659	3.4	3.4	3.4	-
Payment Source					
Medicaid	5,939	3.4	3.4	3.4	
Other	2,720	3.5	3.5	3.5	+

A plus (+) indicates that the peer group has a significantly higher average score than the state, a minus (-) indicates that the peer group score is significantly lower (at 95% confidence). Blank cells indicate no difference.

Figure 1.4. Assistance During Mealtime Domain Scores by Peer Group

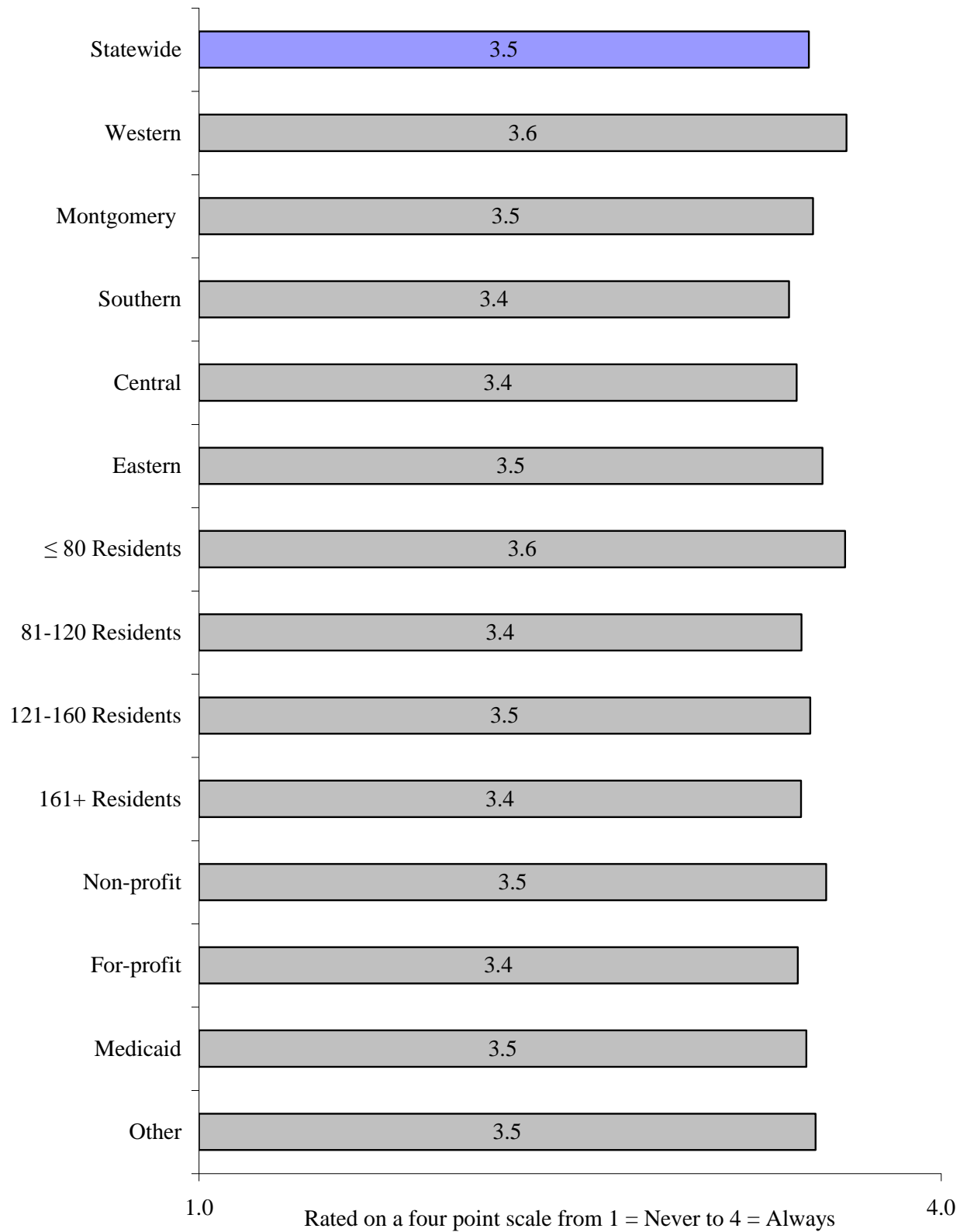


Table 1.4. Assistance During Mealtime Domain Scores by Peer Group

	n	Average	CI		Significant Difference
			Low	High	
Statewide	3,603	3.5	3.4	3.5	
Region					
Western	748	3.6	3.6	3.7	+
Montgomery	540	3.5	3.4	3.5	
Southern	545	3.4	3.3	3.4	
Central	1,346	3.4	3.4	3.5	
Eastern	424	3.5	3.5	3.6	
Size					
≤ 80 Residents	450	3.6	3.6	3.7	+
81-120 Residents	1,160	3.4	3.4	3.5	
121-160 Residents	1,079	3.5	3.4	3.5	
161+ Residents	914	3.4	3.4	3.5	
Ownership Type					
Non-profit	1,655	3.5	3.5	3.6	+
For-profit	1,948	3.4	3.4	3.5	
Payment Source					
Medicaid	2,507	3.5	3.4	3.5	
Other	1,096	3.5	3.5	3.5	

A plus (+) indicates that your facility has a significantly higher average score than the state or peer group, a minus (-) indicates that your facility's score is significantly lower (at 95% confidence). Blank cells indicate no difference.

Figure 1.5. Quality and Variety of Food Domain Scores by Peer Group

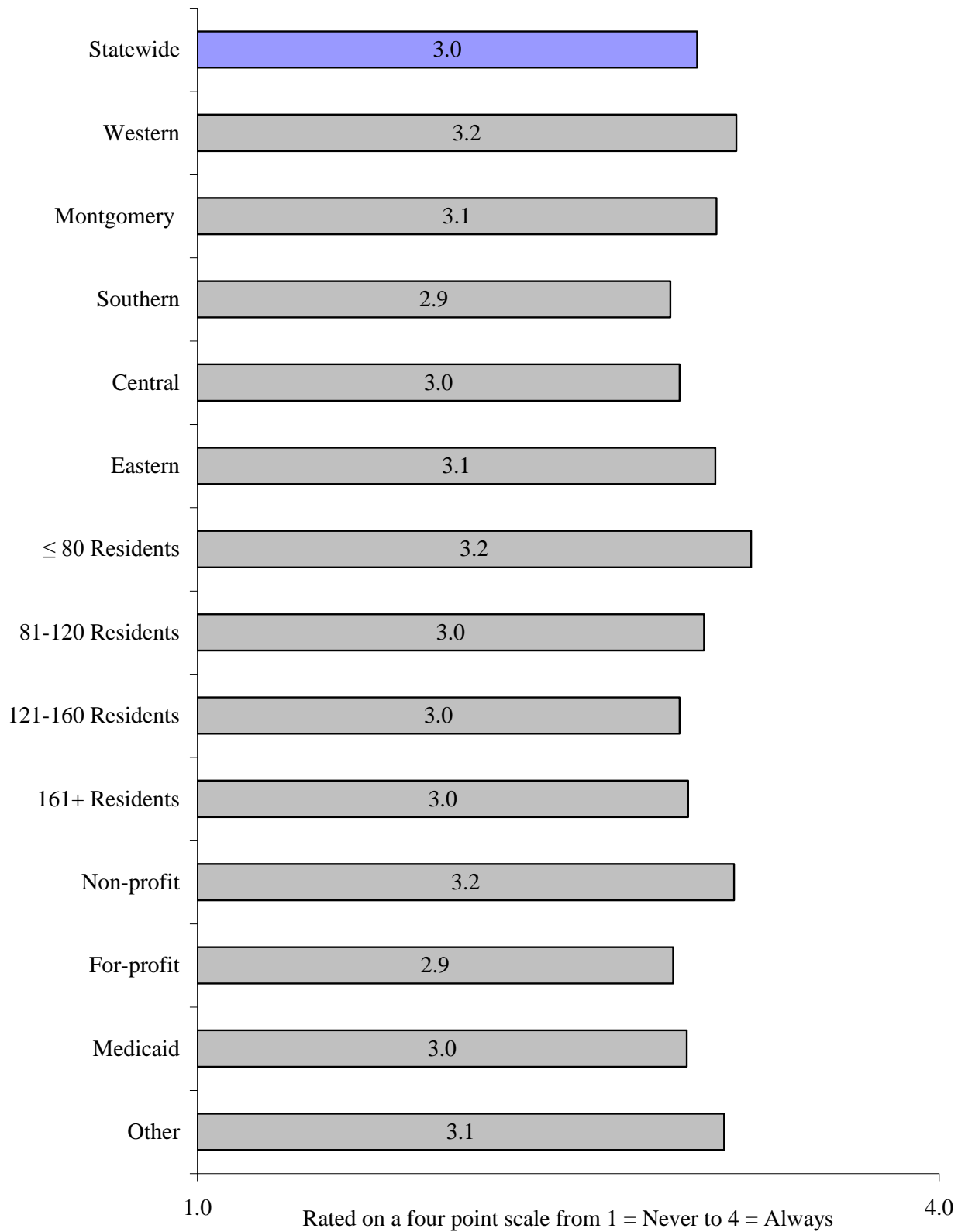


Table 1.5. Quality and Variety of Food Domain Scores by Peer Group

	n	Average	CI		Significant Difference
			Low	High	
Statewide	8,011	3.0	3.0	3.0	
Region					
Western	1,687	3.2	3.2	3.2	+
Montgomery	1,252	3.1	3.1	3.1	+
Southern	1,100	2.9	2.9	3.0	-
Central	3,075	3.0	2.9	3.0	-
Eastern	897	3.1	3.1	3.1	+
Size					
≤ 80 Residents	1,066	3.2	3.2	3.3	+
81-120 Residents	2,576	3.0	3.0	3.1	
121-160 Residents	2,296	3.0	2.9	3.0	-
161+ Residents	2,073	3.0	3.0	3.0	
Ownership Type					
Non-profit	3,725	3.2	3.2	3.2	+
For-profit	4,286	2.9	2.9	2.9	-
Payment Source					
Medicaid	5,455	3.0	3.0	3.0	-
Other	2,556	3.1	3.1	3.2	+

A plus (+) indicates that your facility has a significantly higher average score than the state or peer group, a minus (-) indicates that your facility's score is significantly lower (at 95% confidence). Blank cells indicate no difference.

Figure 1.6. Activities Available to Residents Domain Scores by Peer Group

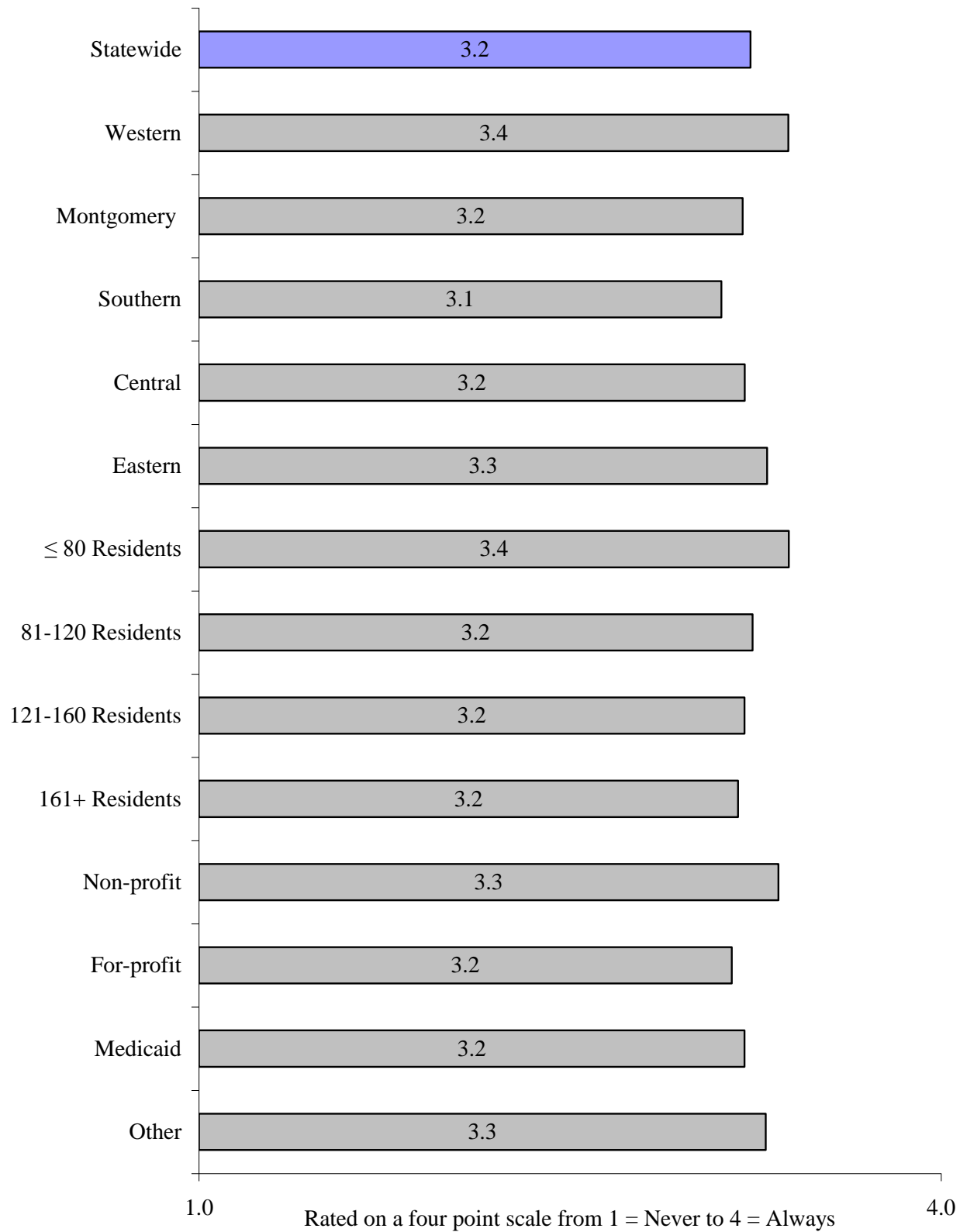


Table 1.6. Activities Available to Residents Domain Scores by Peer Group

	n	Average	CI		Significant Difference
			Low	High	
Statewide	6,091	3.2	3.2	3.2	
Region					
Western	1,284	3.4	3.4	3.4	+
Montgomery	962	3.2	3.2	3.2	
Southern	858	3.1	3.1	3.2	-
Central	2,329	3.2	3.2	3.2	
Eastern	658	3.3	3.3	3.3	+
Size					
≤ 80 Residents	869	3.4	3.4	3.4	+
81-120 Residents	1,966	3.2	3.2	3.3	
121-160 Residents	1,710	3.2	3.2	3.2	
161+ Residents	1,546	3.2	3.1	3.2	-
Ownership Type					
Non-profit	2,883	3.3	3.3	3.4	+
For-profit	3,208	3.2	3.1	3.2	-
Payment Source					
Medicaid	4,130	3.2	3.2	3.2	
Other	1,961	3.3	3.3	3.3	+

A plus (+) indicates that the peer group has a significantly higher average score than the state, a minus (-) indicates that the peer group score is significantly lower (at 95% confidence). Blank cells indicate no difference.

Figure 1.7. Autonomy & Resident Rights Domain Scores by Peer Group

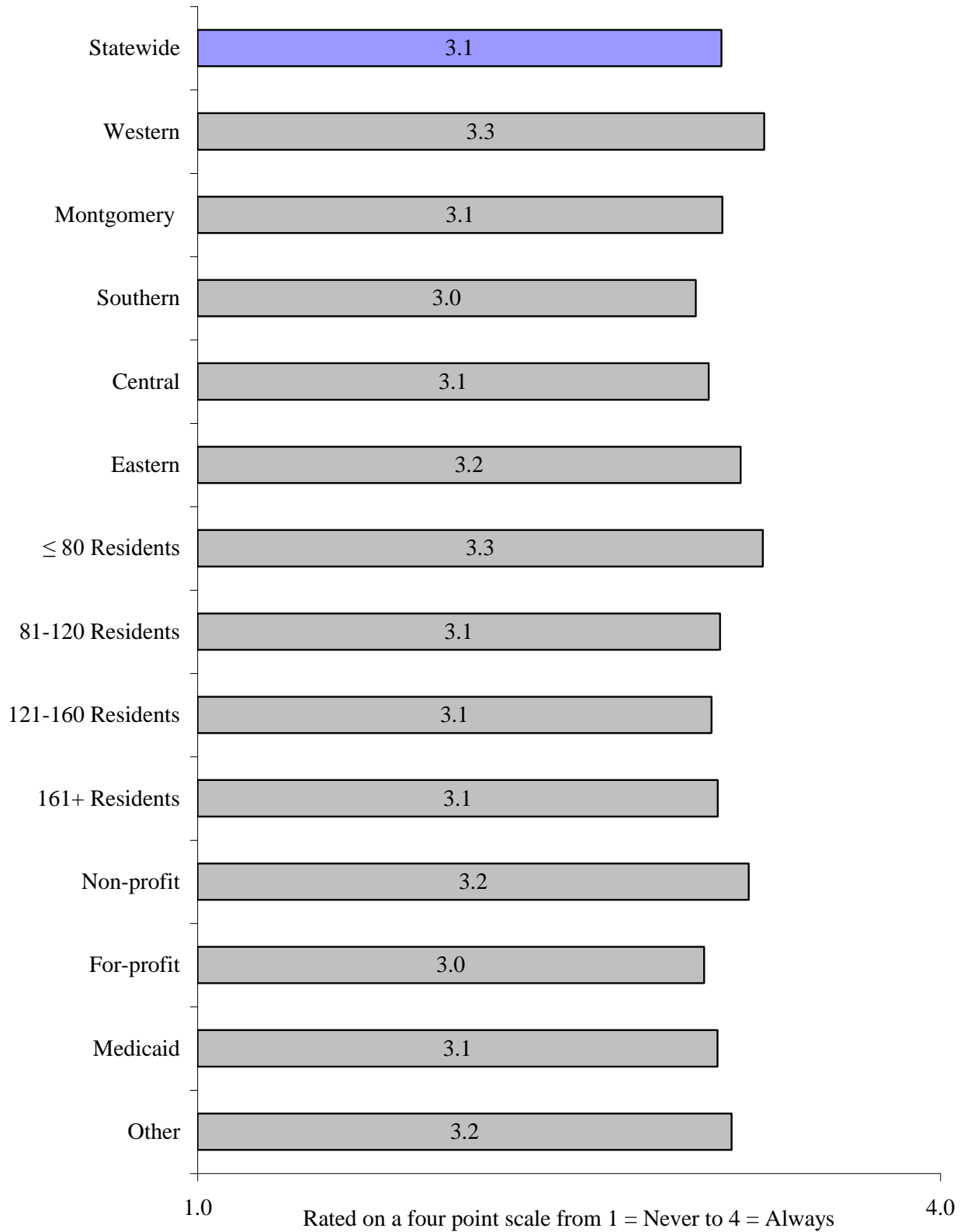


Table 1.7. Autonomy & Resident Rights Domain Scores by Peer Group

	n	Average	CI		Significant Difference
			Low	High	
Statewide	7,030	3.1	3.1	3.1	
Region					
Western	1,466	3.3	3.3	3.3	+
Montgomery	1,059	3.1	3.1	3.2	
Southern	1,016	3.0	3.0	3.1	-
Central	2,691	3.1	3.0	3.1	-
Eastern	798	3.2	3.2	3.2	+
Size					
≤ 80 Residents	926	3.3	3.2	3.3	+
81-120 Residents	2,256	3.1	3.1	3.1	
121-160 Residents	2,038	3.1	3.0	3.1	
161+ Residents	1,810	3.1	3.1	3.1	
Ownership Type					
Non-profit	3,219	3.2	3.2	3.2	+
For-profit	3,811	3.0	3.0	3.1	-
Payment Source					
Medicaid	4,853	3.1	3.1	3.1	
Other	2,177	3.2	3.1	3.2	+

A plus (+) indicates that the peer group has a significantly higher average score than the state, a minus (-) indicates that the peer group score is significantly lower (at 95% confidence). Blank cells indicate no difference.

Figure 1.8. Physical Aspects of the Nursing Home Domain Scores by Peer Group

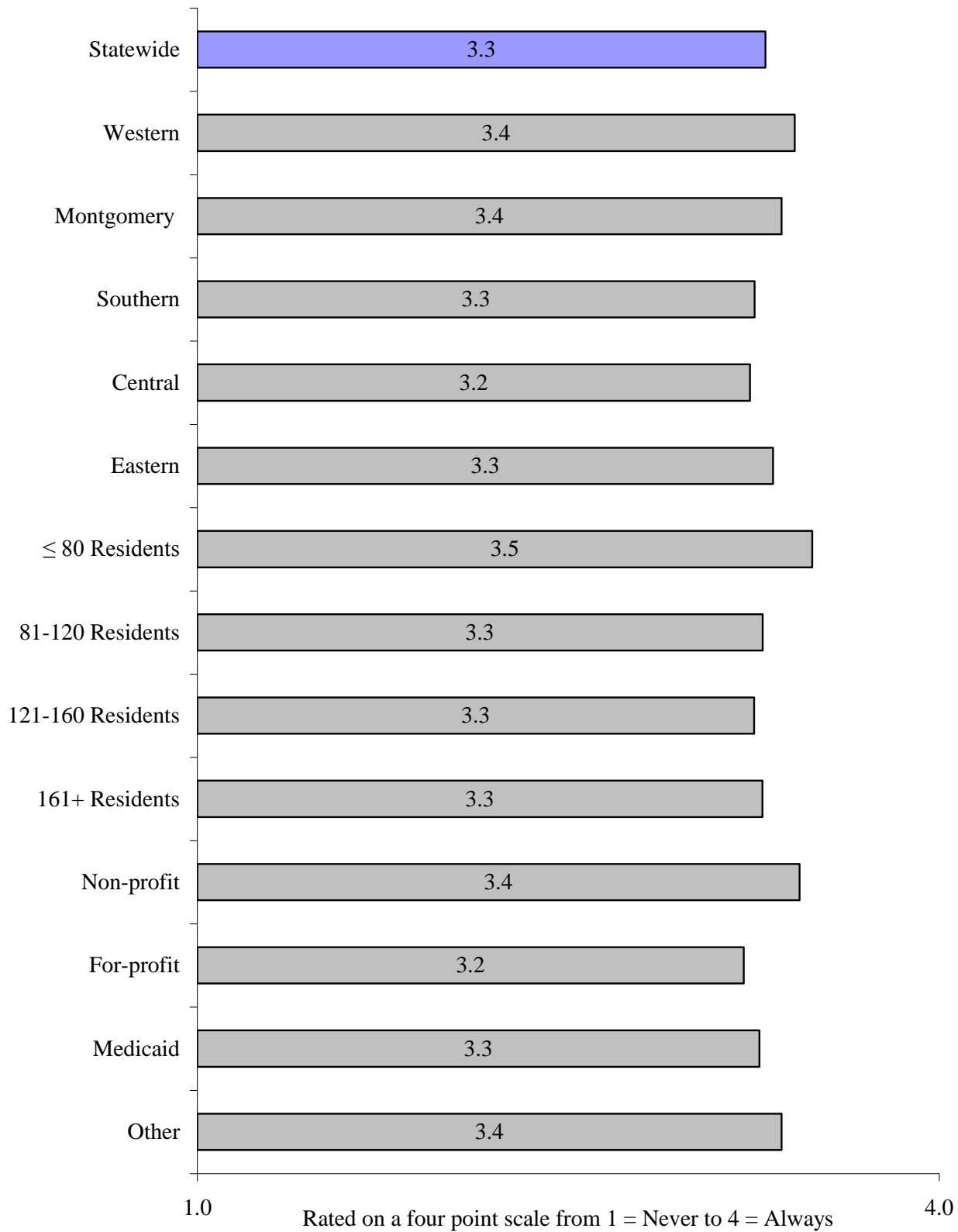


Table 1.8. Physical Aspects of the Nursing Home Domain Scores by Peer Group

	n	Average	CI		Significant Difference
			Low	High	
Statewide	9,084	3.3	3.3	3.3	
Region					
Western	1,891	3.4	3.4	3.4	+
Montgomery	1,430	3.4	3.3	3.4	+
Southern	1,282	3.3	3.2	3.3	-
Central	3,478	3.2	3.2	3.3	-
Eastern	1,003	3.3	3.3	3.4	
Size					
≤ 80 Residents	1,210	3.5	3.5	3.5	+
81-120 Residents	2,907	3.3	3.3	3.3	
121-160 Residents	2,629	3.3	3.2	3.3	-
161+ Residents	2,338	3.3	3.3	3.3	
Ownership Type					
Non-profit	4,154	3.4	3.4	3.4	+
For-profit	4,930	3.2	3.2	3.2	-
Payment Source					
Medicaid	6,271	3.3	3.3	3.3	-
Other	2,813	3.4	3.3	3.4	+

A plus (+) indicates that the peer group has a significantly higher average score than the state, a minus (-) indicates that the peer group score is significantly lower (at 95% confidence). Blank cells indicate no difference.

VIII. Overall Satisfaction Scores

Three questions were included in the survey to assess a responsible party's overall experience and satisfaction with a facility. The overall satisfaction scores were calculated by dividing the total scores for that item by the number of valid responses. This resulted in scores that ranged from 1 to 10. Figures 2.1 and 2.2 display satisfaction scores on the two overall satisfaction measures along with state and peer group averages. One overall item score (Figure 2.3) is the percentage of respondents responding "Definitely Yes" and "Probably Yes" to whether they would recommend the nursing home.

A summary of the three overall scores for the state are presented below in Table 2.

Table 2. Statewide Overall Satisfaction Scores

	n	Score	CI	
			Low	High
Overall satisfaction with the nursing home	9,142	8.1	8.1	8.1
Overall rating of care received at the nursing home	9,139	8.2	8.1	8.2
If someone needed nursing home care, would you recommend this nursing home to them? (Percent "Definitely Yes" or "Probably Yes")	9,104	88%	88%	89%

As with the individual domains, a figure and table is presented comparing the 2007 statewide score with the peer group scores. Differences are noted with a plus (+) or a minus (-) and identify where a peer group is significantly higher or lower than the statewide score.

Figures 2.1 through 2.3 show overall satisfaction scores for the entire state and peer groups.

- Figure 2.1 Overall satisfaction with the nursing home
- Figure 2.2 Overall rating of care received at the nursing home
- Figure 2.3 Would you recommend this nursing home?

Figure 2.1. Overall Satisfaction with the Nursing Home by Peer Group

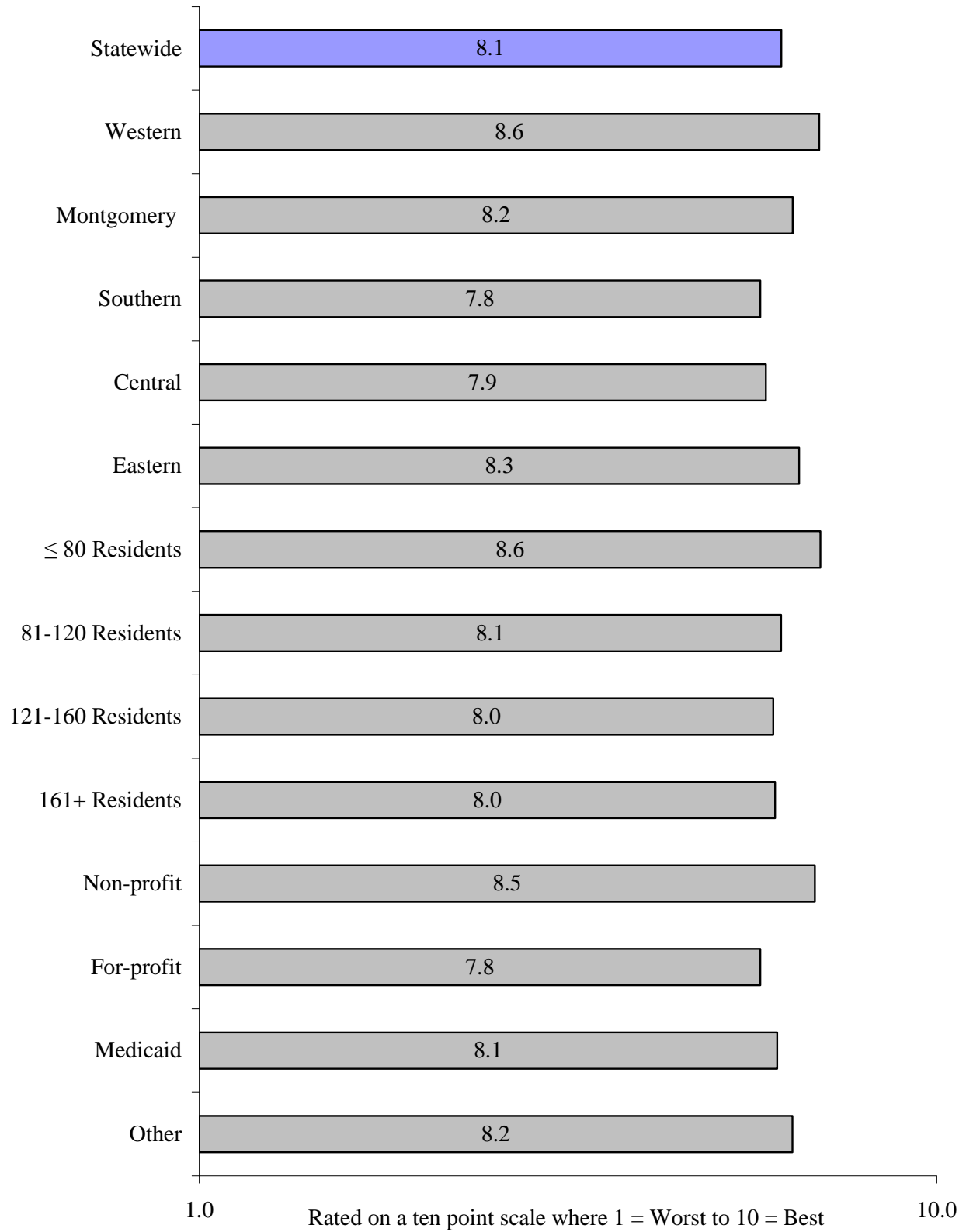


Table 2.1. Overall Satisfaction with the Nursing Home by Peer Group

	n	Average	CI		Significant Difference
			Low	High	
Statewide	9,142	8.1	8.1	8.1	
Region					
Western	1,903	8.6	8.5	8.6	+
Montgomery	1,442	8.2	8.2	8.3	+
Southern	1,288	7.8	7.7	7.9	-
Central	3,504	7.9	7.9	8.0	-
Eastern	1,005	8.3	8.2	8.4	+
Size					
≤ 80 Residents	1,215	8.6	8.5	8.7	+
81-120 Residents	2,929	8.1	8.0	8.2	
121-160 Residents	2,638	8.0	7.9	8.1	
161+ Residents	2,360	8.0	8.0	8.1	
Ownership Type					
Non-profit	4,178	8.5	8.5	8.6	+
For-profit	4,964	7.8	7.8	7.9	-
Payment Source					
Medicaid	6,324	8.1	8.0	8.1	
Other	2,818	8.2	8.2	8.3	+

A plus (+) indicates that the peer group has a significantly higher average score than the state, a minus (-) indicates that the peer group score is significantly lower (at 95% confidence). Blank cells indicate no difference.

Figure 2.2. Overall Rating of Care Received at the Nursing Home by Peer Group

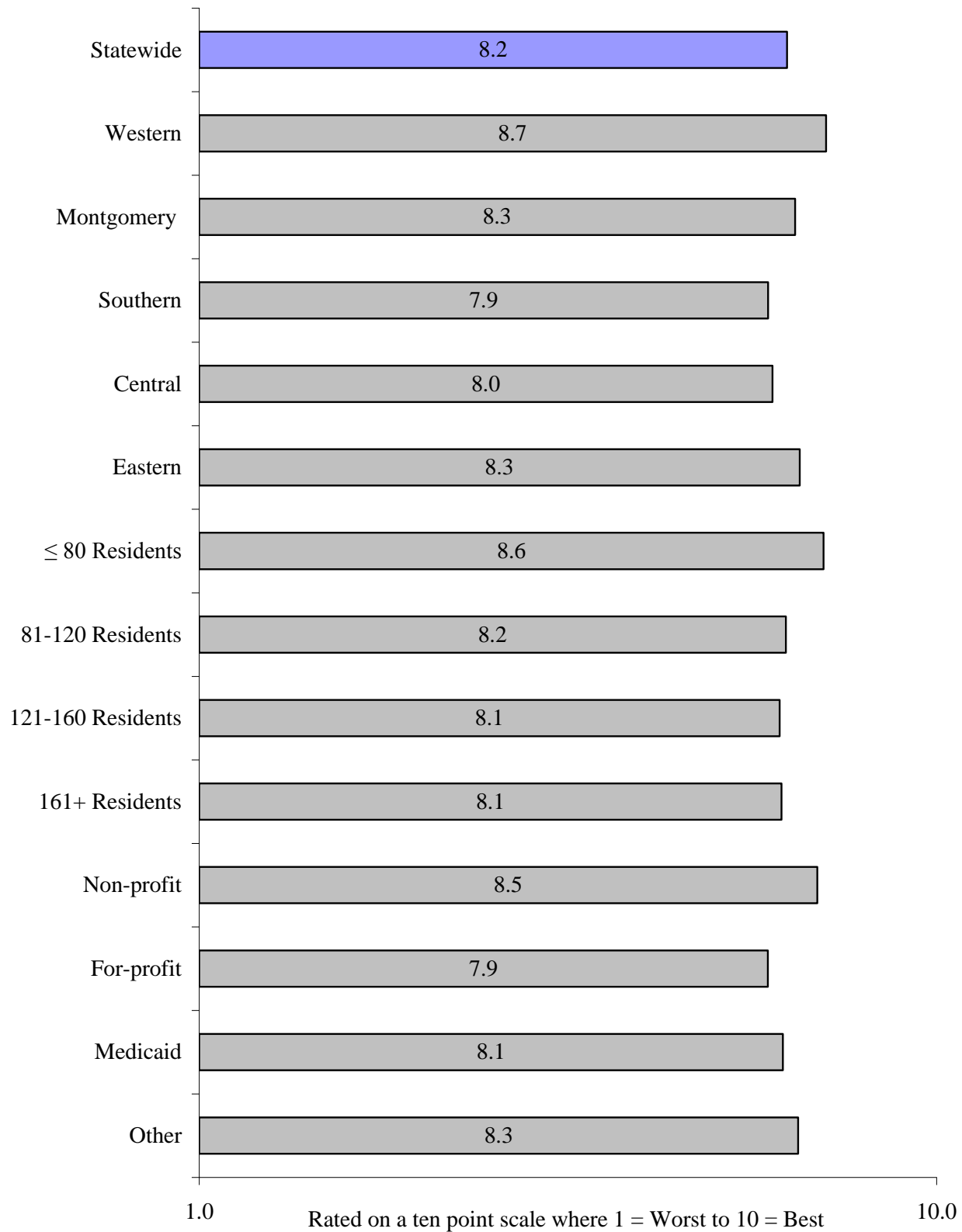


Table 2.2. Overall Rating of Care Received at the Nursing Home by Peer Group

	n	Average	CI		Significant Difference
			Low	High	
Statewide	9,139	8.2	8.1	8.2	
Region					
Western	1,901	8.7	8.6	8.7	+
Montgomery	1,440	8.3	8.2	8.3	
Southern	1,286	7.9	7.8	8.0	-
Central	3,509	8.0	7.9	8.1	-
Eastern	1,003	8.3	8.2	8.4	+
Size					
≤ 80 Residents	1,216	8.6	8.5	8.7	+
81-120 Residents	2,928	8.2	8.1	8.2	
121-160 Residents	2,640	8.1	8.0	8.1	
161+ Residents	2,355	8.1	8.0	8.2	
Ownership Type					
Non-profit	4,182	8.5	8.5	8.6	+
For-profit	4,957	7.9	7.9	8.0	-
Payment Source					
Medicaid	6,319	8.1	8.1	8.2	
Other	2,820	8.3	8.3	8.4	+

A plus (+) indicates that the peer group has a significantly higher average score than the state, a minus (-) indicates that the peer group score is significantly lower (at 95% confidence). Blank cells indicate no difference.

Figure 2.3. If someone needed nursing home care, would you recommend this nursing home to them? (Percent of those responding “Definitely Yes” and “Probably Yes”)

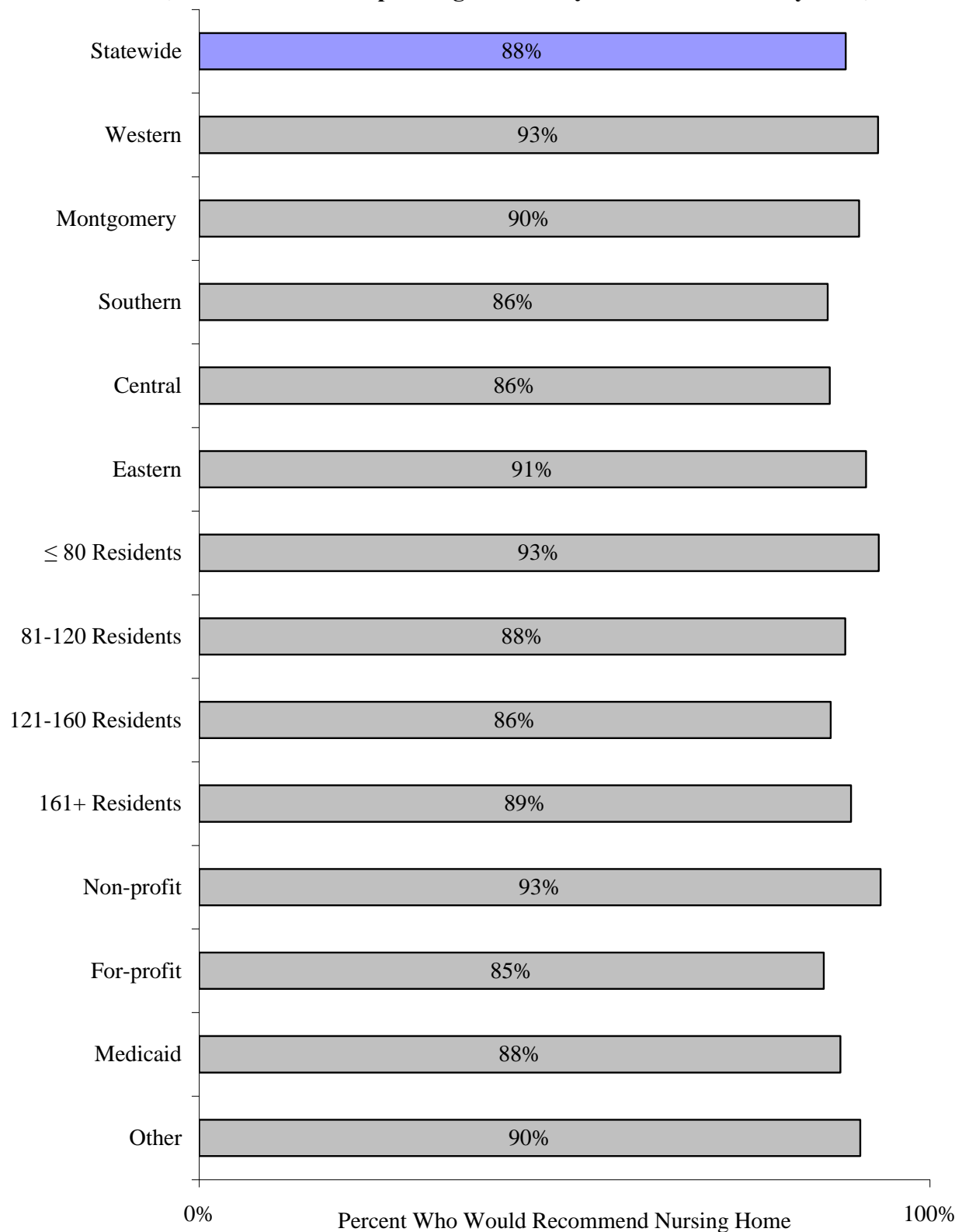


Table 2.3. If someone needed nursing home care, would you recommend this nursing home to them? (Percent of those responding “Definitely Yes” and “Probably Yes”)

	n	% Yes	CI		Significant Difference
			Low	High	
Statewide	9,104	88%	88%	89%	
Region					
Western	1,905	93%	92%	94%	+
Montgomery	1,427	90%	89%	92%	
Southern	1,283	86%	84%	88%	-
Central	3,485	86%	85%	87%	-
Eastern	1,004	91%	90%	93%	+
Size					
≤ 80 Residents	1,213	93%	92%	94%	+
81-120 Residents	2,925	88%	87%	89%	
121-160 Residents	2,626	86%	85%	88%	-
161+ Residents	2,340	89%	88%	90%	
Ownership Type					
Non-profit	4,171	93%	93%	94%	+
For-profit	4,933	85%	85%	86%	-
Payment Source					
Medicaid	5,671	88%	87%	89%	
Other	2,580	90%	89%	91%	+

A plus (+) indicates that the peer group has a significantly higher average score than the state, a minus (-) indicates that the peer group score is significantly lower (at 95% confidence). Blank cells indicate no difference.

IX. Item Level Scores

This section provides a summary of each of the items that are used in calculating the seven domain scores. Questions were evaluated using either a 4-point scale (1 meaning “Never” to 4 meaning “Always”) or as Yes/No options. In addition, there were three questions that evaluated the overall experience and level of care provided by the nursing home. Item scores were calculated by averaging responses for each question across all respondents, resulting in a score ranging from 1 to 4 (1 to 10 for the overall measures) or, in the case of Yes/No questions, the percentage of those responding “Yes” or “No”³. Responsible parties who indicated they did not know, were unsure, or that an item was not applicable were not included in these calculations.

Reading the tables. The table below classifies the survey items by the different areas of life and care. The scores listed under the header “State” represent the average score for all respondents in the state. The peer group headings reflect the regions in which facilities are located (Western, Montgomery, Southern, Central, Eastern), the size group based on the number of occupied beds (<=80, 81-120, 121-160, 161+), the ownership type of the facility (for-profit/non-profit), and the resident payment source (Medicaid/Other).

Next to the score for peer groups is a column labeled “Diff,” which provides comparisons between peer group scores and the statewide score. As with the domain and overall satisfaction measures, differences in the item level scores are noted with a plus (+) when a peer group average is significantly higher (at 95% confidence) than the state, or a minus (-) when it is significantly lower.

³ For the majority of the scale items, 4 (meaning Always) is a positive response. For example, question 11 reads, “...how often did the nursing and nursing assistants explain things in a way that was easy for you to understand?” However, questions 10, 35, 38, and 54 use a reverse 4-point scale where “Always” is a negative response. To maintain consistency of results, the scale for these four questions has been reversed in the results so that 1=Always and 4=Never and, like the other items, high average scores still represent high levels of experience and satisfaction.

Table A. Item Level Scores by Region Peer Group

	State	Western		Montgomery		Southern		Central		Eastern	
Questions	Score	Score	Diff	Score	Diff	Score	Diff	Score	Diff	Score	Diff
Overall Experience											
Overall Satisfaction with this Nursing Home	8.1	8.6	+	8.2	+	7.8	-	7.9	-	8.3	+
Overall Rating of Care at this Nursing Home	8.2	8.7	+	8.3		7.9	-	8.0	-	8.3	+
If someone needed nursing home care, would you recommend this nursing home to them? (% Responding "Yes")	88%	93%	+	90%		86%	-	86%	-	91%	+
Staff and Administration of the Nursing Home											
10.* In the last 6 months, was there ever a time that you did not get requested information about the resident within 48 hours?	3.4	3.6	+	3.5	+	3.3	-	3.4		3.5	
11. <i>In the last 6 months, how often did the nurses and nursing assistants explain things in a way that was easy for you to understand?</i>	3.4	3.6	+	3.4	-	3.4		3.4	-	3.5	+
12. <i>In the last 6 months, how often did the nurses and nursing assistants treat you with courtesy and respect?</i>	3.7	3.8	+	3.6		3.6		3.6	-	3.7	+
13. <i>In the last 6 months, how often did the nurses and nursing assistants treat the resident with courtesy and respect?</i>	3.5	3.7	+	3.5		3.5	-	3.5	-	3.6	+
14. <i>In the last 6 months, how often did you find the same staff was assigned to care for the resident?</i>	2.9	2.9		2.9		2.9		2.9		2.9	
15. <i>In the last 6 months, did the nurses or nursing assistants ever discourage you from asking questions about the resident? (% Responding "No")</i>	96%	97%	+	95%		95%		96%		96%	

Under the Peer Group Header: A plus (+) indicates that the average score for the peer group is significantly higher than the statewide score, a minus (-) indicates that the peer group score is significantly lower (at 95% confidence). Blank cells indicate no difference. *Italicized questions are used in the domain score calculations.*

*To maintain consistency of reporting results, the scale for question 10 has been reversed in the results so that 1=Always and 4=Never and, like the other items, high average scores still represent high levels of experience and satisfaction.

Table A. Item Level Scores by Region Peer Group (continued)

Questions	State	Western		Montgomery		Southern		Central		Eastern	
	Score	Score	Diff	Score	Diff	Score	Diff	Score	Diff	Score	Diff
Care Provided to Residents											
16. Were you invited to participate in a care conference in the last 6 months? (% Responding "Yes")	91%	94%	+	94%	+	91%		87%	-	93%	+
17. In the last 6 months, how often were you involved as much as you wanted in care decisions?	3.3	3.4	+	3.3		3.3		3.2	-	3.4	+
18. In the last 6 months, during any of your visits, did you help the resident with toileting? (% Responding "Yes")	23%	21%		21%		24%		23%		24%	
19. Did you help with toileting because you wanted to? (% Responding "Yes")	77%	82%	+	77%		73%		75%		81%	
20. In the last 6 months, did the resident use the nursing home's laundry service for his or her clothes? (% Responding "Yes")	63%	76%	+	64%		58%	-	60%	-	64%	
21. <i>How satisfied are you with the laundry service the resident received?</i>	3.0	3.3	+	3.1		3.0		2.9	-	3.2	+
22. In the last 6 months, did you see any resident, including this resident, behave in a way that made it hard for nurses or nursing assistants to provide care? (% Responding "Yes")	27%	33%	+	31%	+	23%	-	25%	-	28%	
23. <i>In the last 6 months, were you satisfied with the way nurses and nursing assistants handled the situation?</i>	3.3	3.5	+	3.3		3.2	-	3.3		3.4	
24. <i>In the last 6 months, did the resident look and smell clean?</i>	3.3	3.5	+	3.3		3.2	-	3.3	-	3.4	+
25. In the last 6 months, during any of your visits, did you try to find a nurse or nursing assistant for any reason? (% Responding "Yes")	86%	87%		87%		85%		85%		84%	
26. <i>In the last 6 months, how often were you able to find a nurse or nursing assistant when you wanted one?</i>	3.4	3.5	+	3.4		3.3	-	3.3	-	3.5	+
27. <i>In the last 6 months, did you ever have concerns with the care the resident received at the nursing home? (% Responding "No")</i>	56%	66%	+	57%		54%		53%	-	58%	
28. Did you talk to any nursing home staff about this? (% Responding "Yes")	98%	98%		98%		99%		98%		99%	
29. <i>In the last 6 months, were you satisfied with the way the nursing home staff handled these problems?</i>	2.9	3.1	+	2.9		2.8		2.9		3.0	+
30. <i>In the last 6 months, did you ever stop yourself from talking to any nursing home staff about your concerns because you thought they might take it out on the resident? (% Responding "No")</i>	88%	93%	+	88%		87%		87%		89%	
31. <i>In the last 6 months, did you ever see any nurses or nursing assistants unnecessarily treat the resident or any other resident in a way that might cause pain or injury? (% Responding "No")</i>	97%	98%	+	97%		95%		97%		98%	+

Under the Peer Group Header: A plus (+) indicates that the average score for the peer group is significantly higher than the statewide score, a minus (-) indicates that the peer group score is significantly lower (at 95% confidence). Blank cells indicate no difference. *Italicized questions are used in the domain score calculations.*

Table A. Item Level Scores by Region Peer Group (continued)

Questions	State	Western		Montgomery		Southern		Central		Eastern	
	Score	Score	Diff	Score	Diff	Score	Diff	Score	Diff	Score	Diff
Assistance During Mealtime											
32. In the last 6 months, did you visit the resident during meal time? (% Responding "Yes")	88%	86%		88%		90%	+	87%		89%	
33. In the last 6 months, did you help the resident with feeding? (% Responding "Yes")	66%	63%	-	65%		68%		67%		67%	
34. Did you help with feeding because you wanted to? (% Responding "Yes")	89%	91%	+	91%		86%		87%		91%	
<i>35.* How often did you help with eating because the nurses or nursing assistants either didn't help or made him or her wait too long?</i>	3.5	3.7	+	3.5		3.5	-	3.5		3.6	
36. In the last 6 months, did you help the resident with drinking? (% Responding "Yes")	75%	76%		74%		77%		74%		81%	+
37. Did you help with drinking because you wanted to? (% Responding "Yes")	88%	93%	+	92%	+	85%	-	86%		91%	+
<i>38.* How often did you help with drinking because the nurses or nursing assistants either didn't help or made him or her wait too long?</i>	3.4	3.6	+	3.5		3.4		3.4		3.5	
Quality and Variety of Food											
39. In the last 6 months, did you feel there was a variety of food choices provided?	3.1	3.2	+	3.2	+	2.9	-	3.0	-	3.2	+
40. In the last 6 months, did you feel the quality of the food was appetizing and nutritious?	3.0	3.1	+	3.0	+	2.9	-	2.9	-	3.0	+

Under the Peer Group Header: A plus (+) indicates that the average score for the peer group is significantly higher than the statewide score, a minus (-) indicates that the peer group score is significantly lower (at 95% confidence). Blank cells indicate no difference. Italicized questions are used in the domain score calculations.

*To maintain consistency of reporting results, the scale for questions 35 and 38 have been reversed in the results so that 1=Always and 4=Never and, like the other items, high average scores still represent high levels of experience and satisfaction.

Table A. Item Level Scores by Region Peer Group (continued)

Questions	State	Western		Montgomery		Southern		Central		Eastern	
	Score	Score	Diff	Score	Diff	Score	Diff	Score	Diff	Score	Diff
Activities Available to Residents											
41. Is the resident able to take part in social activities, physical exercise, other recreational activities, or religious services? (% Responding "Yes")	71%	72%		72%		71%		71%		68%	-
42. <i>In the last 6 months, did staff encourage the resident to take part in social activities, physical exercise, other recreational activities or religious services? (% Responding "Yes")</i>	90%	94%	+	90%		85%	-	90%		91%	
43. If the staff encouraged the resident to participate in any of the above activities, did the resident refuse to do so? (% Responding "Yes")	47%	55%	+	48%		43%	-	45%		49%	
44. <i>In the last 6 months, how often did you feel meaningful social activities were offered?</i>	3.2	3.3	+	3.0	-	3.1	-	3.1		3.2	
45. <i>In the last 6 months, how often were physical exercise activities offered?</i>	2.8	2.9	+	2.7		2.7	-	2.7		2.9	+
46. <i>In the last 6 months, how often did you feel meaningful recreational activities were offered?</i>	3.0	3.2	+	2.9		2.9	-	3.0		3.1	
47. <i>In the last 6 months, how often were religious services offered?</i>	3.4	3.5	+	3.3		3.4		3.4		3.4	
48. <i>If the resident desires visits from clergy, is private space provided?</i>	3.3	3.4	+	3.4	+	3.1	-	3.2		3.4	+
Autonomy & Resident Rights											
49. <i>In the last 6 months, how often did you observe staff encourage the resident to be as independent as possible?</i>	2.9	3.2	+	2.9		2.8	-	2.9		3.1	+
50. <i>In the last 6 months, was the resident's or other residents' privacy protected when the resident was dressing, showering, bathing, or in a public area?</i>	3.5	3.6	+	3.6		3.5		3.5	-	3.6	
51. <i>In the last 6 months, how often did you feel staff considered cultural and ethnic differences when providing services?</i>	2.7	2.9	+	2.8		2.6	-	2.7		2.8	
Physical Aspects of the Nursing Home											
52. <i>In the last 6 months, did the public areas of the nursing home look and smell clean?</i>	3.4	3.6	+	3.4	+	3.3	-	3.3	-	3.4	
53. <i>In the last 6 months, did the resident's room look and smell clean?</i>	3.2	3.4	+	3.3	+	3.2		3.2	-	3.3	+
54.* <i>In the last 6 months, were there times when you were unable to find places to talk to the resident in private?</i>	3.5	3.5		3.6	+	3.4	-	3.5		3.5	
55. <i>In the last 6 months, was the noise level around the resident's room acceptable to you?</i>	3.3	3.3		3.3		3.2		3.2		3.3	

Under the Peer Group Header: A plus (+) indicates that the average score for the peer group is significantly higher than the statewide score, a minus (-) indicates that the peer group score is significantly lower (at 95% confidence). Blank cells indicate no difference. Italicized questions are used in the domain score calculations.

*To maintain consistency of reporting results, the scale for question 54 has been reversed in the results so that 1=Always and 4=Never and, like the other items, high average scores still represent high levels of experience and satisfaction.

Table B. Item Level Scores by Size, Ownership Type and Payment Source Peer Groups

Questions	≤ 80 Residents		81-120 Residents		121-160 Residents		161+ Residents		Non-Profit		For-Profit		Medicaid		Other	
	Score	Diff	Score	Diff	Score	Diff	Score	Diff	Score	Diff	Score	Diff	Score	Diff	Score	Diff
Overall Experience																
Overall Satisfaction with this Nursing Home	8.6	+	8.1		8.0		8.0		8.5	+	7.8	-	8.1		8.2	+
Overall Rating of Care at this Nursing Home	8.6	+	8.2		8.1		8.1		8.5	+	7.9	-	8.1		8.3	+
If someone needed nursing home care, would you recommend this nursing home to them? (% Responding “Yes”)	93%	+	88%		86%	-	89%		93%	+	85%	-	88%		90%	+
Staff and Administration of the Nursing Home																
10. * In the last 6 months, was there ever a time that you did not get requested information about the resident within 48 hours?	3.6	+	3.4		3.4		3.4		3.5	+	3.4	-	3.4	-	3.6	+
11. <i>In the last 6 months, how often did the nurses and nursing assistants explain things in a way that was easy for you to understand?</i>	3.6	+	3.4		3.4		3.4		3.5	+	3.4	-	3.4		3.5	
12. <i>In the last 6 months, how often did the nurses and nursing assistants treat you with courtesy and respect?</i>	3.8	+	3.7		3.7		3.7		3.7	+	3.6	-	3.7		3.7	
13. <i>In the last 6 months, how often did the nurses and nursing assistants treat the resident with courtesy and respect?</i>	3.6	+	3.5		3.5		3.5	-	3.6	+	3.5	-	3.5		3.5	
14. <i>In the last 6 months, how often did you find the same staff was assigned to care for the resident?</i>	2.9		2.9		2.9		2.9		2.9	+	2.9		2.9		2.9	
15. <i>In the last 6 months, did the nurses or nursing assistants ever discourage you from asking questions about the resident? (% Responding “No”)</i>	97%		96%		96%		95%		97%	+	95%		96%		97%	

Under the Peer Group Header: A plus (+) indicates that the average score for the peer group is significantly higher than the statewide score, a minus (-) indicates that the peer group score is significantly lower (at 95% confidence). Blank cells indicate no difference. *Italicized questions are used in the domain score calculations.*

*To maintain consistency of reporting results, the scale for question 10 has been reversed in the results so that 1=Always and 4=Never and, like the other items, high average scores still represent high levels of experience and satisfaction.

Table B. Item Level Scores by Size, Ownership Type and Payment Source Peer Groups (continued)

Questions	≤ 80 Residents		81-120 Residents		121-160 Residents		161+ Residents		Non-Profit		For-Profit		Medicaid		Other	
	Score	Diff	Score	Diff	Score	Diff	Score	Diff	Score	Diff	Score	Diff	Score	Diff	Score	Diff
Care Provided to Residents																
16. Were you invited to participate in a care conference in the last 6 months? (% Responding "Yes")	93%	+	90%		91%		90%		94%	+	89%	-	90%		92%	
17. In the last 6 months, how often were you involved as much as you wanted in care decisions?	3.5	+	3.3		3.3		3.3		3.4	+	3.2	-	3.3		3.4	+
18. In the last 6 months, during any of your visits, did you help the resident with toileting? (% Responding "Yes")	20%	-	24%		23%		23%		23%		23%		23%		23%	
19. Did you help with toileting because you wanted to? (% Responding "Yes")	80%		75%		80%		74%		81%	+	74%		77%		76%	
20. In the last 6 months, did the resident use the nursing home's laundry service for his or her clothes? (% Responding "Yes")	71%	+	66%	+	63%		58%	-	68%	+	61%	-	64%		62%	
21. <i>How satisfied are you with the laundry service the resident received?</i>	3.2	+	3.1		3.0		3.0	-	3.2	+	3.0	-	3.0		3.1	
22. In the last 6 months, did you see any resident, including this resident, behave in a way that made it hard for nurses or nursing assistants to provide care? (% Responding "Yes")	26%		27%		26%		28%		29%	+	26%		25%	-	33%	+
23. <i>In the last 6 months, were you satisfied with the way nurses and nursing assistants handled the situation?</i>	3.4	+	3.3		3.3		3.3		3.4	+	3.3		3.3		3.4	+
24. <i>In the last 6 months, did the resident look and smell clean?</i>	3.5	+	3.3		3.3		3.3		3.4	+	3.2	-	3.3		3.4	+
25. In the last 6 months, during any of your visits, did you try to find a nurse or nursing assistant for any reason? (% Responding "Yes")	86%		85%		86%		86%		87%	+	85%		84%	-	91%	+
26. <i>In the last 6 months, how often were you able to find a nurse or nursing assistant when you wanted one?</i>	3.5	+	3.4		3.3	-	3.4		3.5	+	3.3	-	3.4		3.4	
27. <i>In the last 6 months, did you ever have concerns with the care the resident received at the nursing home? (% Responding "No")</i>	64%	+	58%		54%	-	55%		60%	+	54%	-	56%		56%	
28. Did you talk to any nursing home staff about this? (% Responding "Yes")	98%		98%		99%		98%		98%		98%		98%		98%	
29. <i>In the last 6 months, were you satisfied with the way the nursing home staff handled these problems?</i>	3.0	+	2.9		2.9		2.9		3.0	+	2.8	-	2.9		2.9	
30. <i>In the last 6 months, did you ever stop yourself from talking to any nursing home staff about your concerns because you thought they might take it out on the resident? (% Responding "No")</i>	92%	+	88%		87%		88%		91%	+	87%	-	88%		89%	
31. <i>In the last 6 months, did you ever see any nurses or nursing assistants unnecessarily treat the resident or any other resident in a way that might cause pain or injury? (% Responding "No")</i>	98%	+	97%		97%		95%	-	97%		96%		97%		97%	

Under the Peer Group Header: A plus (+) indicates that the average score for the peer group is significantly higher than the statewide score, a minus (-) indicates that the peer group score is significantly lower (at 95% confidence). Blank cells indicate no difference. Italicized questions are used in the domain score calculations.

Table B. Item Level Scores by Size, Ownership Type and Payment Source Peer Groups (continued)

Questions	≤ 80 Residents		81-120 Residents		121-160 Residents		161+ Residents		Non-Profit		For-Profit		Medicaid		Other	
	Score	Diff	Score	Diff	Score	Diff	Score	Diff	Score	Diff	Score	Diff	Score	Diff	Score	Diff
Assistance During Mealtime																
32. In the last 6 months, did you visit the resident during meal time? (% Responding "Yes")	87%		87%		89%		87%		88%		88%		87%		89%	
33. In the last 6 months, did you help the resident with feeding? (% Responding "Yes")	61%	-	65%		68%		66%		66%		66%		66%		65%	
34. Did you help with feeding because you wanted to? (% Responding "Yes")	91%		88%		88%		89%		91%	+	87%		88%		91%	
<i>35.* How often did you help with eating because the nurses or nursing assistants either didn't help or made him or her wait too long?</i>	3.6	+	3.5		3.5		3.5		3.6	+	3.5		3.5		3.6	
36. In the last 6 months, did you help the resident with drinking? (% Responding "Yes")	74%		75%		76%		75%		75%		76%		76%		75%	
37. Did you help with drinking because you wanted to? (% Responding "Yes")	91%		89%		87%		89%		91%	+	87%		87%		92%	+
<i>38.* How often did you help with drinking because the nurses or nursing assistants either didn't help or made him or her wait too long?</i>	3.6	+	3.4		3.4		3.4		3.5	+	3.4		3.4		3.5	
Quality and Variety of Food																
39. In the last 6 months, did you feel there was a variety of food choices provided?	3.3	+	3.1		3.0	-	3.1		3.2	+	3.0	-	3.0	-	3.2	+
40. In the last 6 months, did you feel the quality of the food was appetizing and nutritious?	3.2	+	3.0		2.9	-	2.9		3.1	+	2.9	-	2.9		3.0	+

Under the Peer Group Header: A plus (+) indicates that the average score for the peer group is significantly higher than the statewide score, a minus (-) indicates that the peer group score is significantly lower (at 95% confidence). Blank cells indicate no difference. Italicized questions are used in the domain score calculations.

*To maintain consistency of reporting results, the scale for questions 35 and 38 have been reversed in the results so that 1=Always and 4=Never and, like the other items, high average scores still represent high levels of experience and satisfaction.

Table B. Item Level Scores by Size, Ownership Type and Payment Source Peer Groups (continued)

Questions	≤ 80 Residents		81-120 Residents		121-160 Residents		161+ Residents		Non-Profit		For-Profit		Medicaid		Other	
	Score	Diff	Score	Diff	Score	Diff	Score	Diff	Score	Diff	Score	Diff	Score	Diff	Score	Diff
Activities Available to Residents																
41. Is the resident able to take part in social activities, physical exercise, other recreational activities, or religious services? (% Responding "Yes")	76%	+	71%		71%		71%		74%	+	70%		71%		72%	
42. <i>In the last 6 months, did staff encourage the resident to take part in social activities, physical exercise, other recreational activities or religious services? (% Responding "Yes")</i>	94%	+	90%		90%		88%	-	92%	+	88%		89%		93%	+
43. If the staff encouraged the resident to participate in any of the above activities, did the resident refuse to do so? (% Responding "Yes")	47%		47%		48%		46%		49%		46%		45%		53%	+
44. <i>In the last 6 months, how often did you feel meaningful social activities were offered?</i>	3.3	+	3.1		3.2		3.1	-	3.2	+	3.1	-	3.1		3.2	
45. <i>In the last 6 months, how often were physical exercise activities offered?</i>	3.0	+	2.8		2.7		2.7	-	2.9	+	2.7	-	2.7		2.8	+
46. <i>In the last 6 months, how often did you feel meaningful recreational activities were offered?</i>	3.2	+	3.0		3.0		2.9	-	3.1	+	2.9	-	3.0		3.1	+
47. <i>In the last 6 months, how often were religious services offered?</i>	3.5	+	3.4		3.4		3.4		3.5	+	3.3	-	3.4		3.4	
48. <i>If the resident desires visits from clergy, is private space provided?</i>	3.5	+	3.3		3.2	-	3.3		3.5	+	3.1	-	3.2	-	3.4	+
Autonomy & Resident Rights																
49. <i>In the last 6 months, how often did you observe staff encourage the resident to be as independent as possible?</i>	3.1	+	2.9		2.9		2.9		3.0	+	2.9	-	2.9		2.9	
50. <i>In the last 6 months, was the resident's or other residents' privacy protected when the resident was dressing, showering, bathing, or in a public area?</i>	3.7	+	3.5		3.5		3.5		3.6	+	3.5	-	3.5		3.6	+
51. <i>In the last 6 months, how often did you feel staff considered cultural and ethnic differences when providing services?</i>	2.9	+	2.7		2.7		2.7		2.9	+	2.7	-	2.7		2.8	
Physical Aspects of the Nursing Home																
52. <i>In the last 6 months, did the public areas of the nursing home look and smell clean?</i>	3.6	+	3.4		3.3	-	3.4		3.5	+	3.3	-	3.3	-	3.5	+
53. <i>In the last 6 months, did the resident's room look and smell clean?</i>	3.4	+	3.2		3.2	-	3.2		3.4	+	3.2	-	3.2	-	3.3	+
54.* <i>In the last 6 months, were there times when you were unable to find places to talk to the resident in private?</i>	3.6	+	3.5		3.4		3.5		3.6	+	3.4	-	3.5		3.6	+
55. <i>In the last 6 months, was the noise level around the resident's room acceptable to you?</i>	3.4	+	3.2		3.2		3.3		3.4	+	3.2	-	3.3		3.3	

Under the Peer Group Header: A plus (+) indicates that the average score for the peer group is significantly higher than the statewide score, a minus (-) indicates that the peer group score is significantly lower (at 95% confidence). Blank cells indicate no difference. Italicized questions are used in the domain score calculations.

*To maintain consistency of reporting results, the scale for question 54 has been reversed in the results so that 1=Always and 4=Never and, like the other items, high average scores still represent high levels of experience and satisfaction.